Headquarters U.S. Air Force

Integrity - Service - Excellence

INTERVIEWING

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Interviewing

- **BASICS**
  - **This makes some people really uncomfortable. How comfortable are you with this?**
  - **Be professional**
  - **Prepare: Study, read, listen, ask questions, include SIB members inputs**
  - **Lead critical HF portions (medical hx, 72 hr, 14 day)**

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Agenda

- Philosophy
- Witnesses
- Legalities
- Challenges
- Checklist
- Preparation
- Questions Development
- Technique
- Don’t
- Memory
- Intense Emotion
- CISD
- Closing

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Philosophy

Interviews are:

- **COOPERATIVE**
- **INFORMAL**
- **MEETINGS designed to**
- **ELICIT information**
- **Not interrogations**

Similar to clinical interviews…but your role is as an INVESTIGATOR not clinician

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Witnesses

- Spouse
- Parents
- Siblings
- Children
- Coworkers
- Peers
- Observers
- Mishap aircrew
- Participants
- Air Traffic Controllers
- Maintenance
- Instructors
- Supervision
- Leadership

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Interviewing

- **Any person connected , even remotely, with the mishap is a potential "witnesses"**

- **AFPAM 91-211**
  - **Checklists: IO, PM, MX, LS, FS**
  - **Examples: Interview questions**
  - **Examples: Unit survey**

- **So Technique Matters!**

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Legalities

- Part I
- Part II
- Privilege and Life Science interviews
- Exceptions
- AIB get the witness list (no analysis)
- When in doubt, call AFSC/JA, Col Clark

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Interviewing Challenges

- **Challenges: For both Interviewee and interviewers:**

- **Interviewee:**
  - **Fear**
  - **Resistance**
  - **Distortions**
  - **Memory**
  - **Hostility**

- **Interviewers:**
  - **Prompting and other poor techniques**
  - **Technology**
  - **Environment**
  - **Fatigue**
  - **“Cognitive Task Oversaturation”**
  - **Gathering and Narrowing**

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Checklist

- **The Interview Kit:**
  - **Pen**
  - **Paper**
  - **AV equipment**
  - **Kleenex**
  - **Airplane models**
  - **Maps**
  - **Water**
  - **Glasses**
  - **Seating**
  - **No phones/beepers**
- ***YOUR Preparation!!!

Preparation

- **Expect high work load**
- **Review previous testimony of your witness before you interview them again!!!**

- **READ/LISTEN TO INTERIM INTERVIEWS (WHICH IS BETTER?)**
  - **voice quality**
  - **vocabulary**
  - **word count**
  - **affect**
  - **cognition**

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Preparation

- **Pre-Plan**
  - **LOCATION**
  - **SETTING**
  - **ATTENDEES**
  - **DRESS**
  - **RECORDING**
  - **EDUCATION/PREPARATION**
  - **QUESTIONS**
    - SIB – pool questions prior

Interview Preservation Options

- **WRITTEN**
- **AUDIO (transcribed)**
- **VIDEO**
- **OBSERVER NOTES**

Interviewing

- **Listen**
- **Listen**
- **Listen**

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Question Development

- **INITIAL INTERVIEWS:**
  - **OPEN ENDED - what, where, when, how**
  - **CLOSED ENDED - did, are, is, yes/no,**
  - **DEVELOPMENT - narrow**
  - **AFPAM 91-211**
  - **SEFL has LOTS of questions developed (as a reference), if desired**

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Interview Techniques

- **The Initial Flow**
  - **General to specific**
  - **Open ended to closed ended**

- **Later Interviews**
  - **Summarize**
  - **Read initial statements**
  - **For Clarification**

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Interview Bias

- **Common types of interview bias**
  - **Central tendency**
  - **Halo tendency**
  - **Horn tendency**

    ETC ETC ETC
- **Fatigue**
- **Identify and minimize/eliminate bias**

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Technique - Beginning

- Introduce self, others
- Explain intent clearly: 91-204 statement
- Give time frame
- “Any questions” before we start?
- SILENCE……..
- **Review ISB**
- **Read privilege statements beginning and end**
- **Allow breaks**
- **No interruptions**
- **Check equipment**
- **Bring spare batteries/tapes**

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Technique - Don’ts

- Don’t
  - LIE!!!
  - give confirmation to get information
  - repeat, badger
  - chain
  - interrupt
  - finish their sentence
  - narrowing too soon
  - summarizing inaccurately
  - fail to “follow-up”

Memory

- **Relaxation techniques**
- **Detecting false statements**
  - **Not a science.**
- **Enhanced recall techniques**
- **Contaminating Factors**
  - time - review injuries
  - information - media distraction
  - Intensity - fatigue task saturation
  - guilt - habit pattern fear
  - cognitive dissonance

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Intense Emotion

- **Normal in Class A's**
  - **Tearfulness: Male/female (sad/mad?)**
    - **Sadness and grief. Normal reactions**
    - **Depression.**
      - NOT the same.
      - Involves cognitive distortions.
      - Prevalence
      - Aggression/acting out/substance abuse
  - **If you stop….**
    - **Take a break but no Swiss cheese**
  - **To keep going**
    - **Control**

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Interview - Closing

- Solicit questions for other interviewers, especially if they've been silent
- How to get in touch with board
- Remember - Identification heightens emotions, monitor, "compartmentalize"
- 91-204 reminder

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Interviewing

- CISD
  - AFI 44-153
  - CISD for those involved in event
  - CISD for families
  - CISD for rescue/recovery
  - CISD for the SIB members
    - Recognize need
    - Recommend
    - Participant

???Questions???

Interviewing

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